If you would like to learn more about the Crisis & Suicide Network and empathetic listening, please don’t hesitate to contact us.

Psychological Counseling Services

University Zurich/ETH Zurich
Plattenstrasse 28
8032 Zurich
044 634 22 80
pbs@uzh.ch

Personnel and Organisational Development

ETH Zurich
Turnerstrasse 1
8092 Zurich
personal-organisationsentwicklung@ethz.ch
www.hr.ethz.ch/beratung

Network Crises & Suicide UZH/ETHZ: www.netzkrisesusizid.uzh.ch/en
Suicide Prevention ZH: www.suizidpraevention-zh.ch
(see Websites in English)
1. Signs that could indicate someone is having a crisis or thinking of committing suicide
   - Depressed mood, mood swings, loss of confidence
   - Changes
     → in social interactions (withdrawal, superficial behavior)
     → in outward appearance and productivity
   - Mentioning „leaving“ and making concrete plans to go

2. Tips for discussing the problem
   - Make contact
     → If you suspect a crisis: trust your instincts!
     → Talk to the person
   - Share your observations and impressions
     → Use I-messages (for example, I have the feeling you aren’t doing so well.)
     → Ask directly whether the person is thinking of suicide (Are you thinking about ending your life?)
   - Offer real support
     → Make sure you know the limits of what you can realistically do (don’t make promises)
     → Give them hope that they can get help (gain time)
     → Give them the address of a professional counselor (names, phone numbers)
     → Make definite plans for the next steps (I will call you the day after tomorrow. I will be curious to find out if you have already contacted the counselor.)
     → Inform the professionals you have recommended (psychologists, psychiatrists, doctors)

3. What makes someone an active observer?
   - They are empathetic students or employees at UZH/ETH Zurich who are ready and willing to talk.
   - They are observant and able to listen for signs of trouble.
   - They can recommend a professional counselor to persons at risk.

4. Professional organizations:
   - Psychiatrist in case of Emergency: 044 421 21 21 (Ärztefon Zurich)
   - University Hospital: 044 255 11 11 (Emergency Unit Zurich)
   - Crises Hotline (Die Dargebotene Hand): 143 (German, French, Italian)